

# HSTS Trouble-Shooting Guide

	Issue Observed	Possible Causes	Significance & Explanation	Recommended Action Step
	Tank needs pumping soon	<ul style="list-style-type: none"> <li>Tanks require regular pumping by design. While pumping frequency varies some based on system usage (eg. number of people living in the house, use of a garbage disposal, etc.), it is generally recommended to pump every 3-5 years.</li> </ul>	<p>Tank pumping is important for the functioning and longevity of your system. One aspect of the treatment that occurs in your septic tank or Advanced Treatment Unit (ATU) is settling and collection of solids and separation of grease scum, both of which cannot be fully treated by your onsite system. If the tank is not pumped to remove the solids and scum, they will bypass the tank and may permanently clog your soil absorption component and/or pollute the environment.</p>	<ul style="list-style-type: none"> <li>Schedule to have your tank pumped by a Geauga County Registered Septage Pumper / Hauler. Submit the pump report to GPH. Arrange a regular schedule for pumping.</li> <li>Minimize usage of garbage disposal and flushing of coffee grounds.</li> </ul>
	Poor Aeration Motor Performance	<ul style="list-style-type: none"> <li>Motor is after-market instead of the manufacturer approved OEM motor</li> <li>Foam build-up caused by excessive use of Laundry detergents/ liquid fabric softeners</li> <li>Build up of debris (hair, "flushable" wipes, etc.) on the motor shaft</li> <li>Motor bearing going bad</li> </ul>	<p>In systems designed for them, aeration motors are critical to the sewage treatment process. Unlike septic tanks, Advanced Treatment Units (ATUs) with aeration motors take advantage of a different group of bacteria that can process wastewater more effectively. The aeration motor supplies these naturally occurring bacteria with the oxygen they need to stay alive &amp; working to process your wastewater. Anything that affects the amount of air delivered to your bacteria will in turn affect your effluent quality and put strain on your motor and system. The aeration motor requires careful use of your system to avoid clogs/build up and frequent cleaning by your service provider to ensure air flows freely.</p>	<ul style="list-style-type: none"> <li>Only use a manufacturer approved motor designed for your system model.</li> <li>Minimize usage of detergents and other chemicals that can create build up, blocking air flow.</li> <li>Use strainers to keep hair and other debris out of the drain; do NOT flush any wipes.</li> <li>Obtain regular service for your system by a registered service provider.</li> </ul>
	High Water Level/Alarm in Tank	<ul style="list-style-type: none"> <li>Hydraulic Overloading (using large quantities of water in a short period of time)</li> <li>Power Outage, which may turn off pump</li> <li>Pump Failure</li> <li>Blockage Downstream</li> </ul>	<p>High water alarms are a helpful tool to identify issues before sewage backs up into your home. If cycling power and re-setting your control panel does not stop the alarm, there is likely an issue with the pump itself. If you or your service provider notice a re-occurring pattern of high water alarms, the problem is likely due to frequent overloading of the system with water and/or a clog.</p>	<ul style="list-style-type: none"> <li>Cycle power and reset alarm to see if issue is resolved.</li> <li>If alarm remains, contact your service provider to repair or replace your pump or clear blockage.</li> <li>Spread out water usage: laundry, dishwasher, etc</li> </ul>

## Home Sewage Treatment System (HSTS) Trouble-Shooting Guide

Issue Observed	Possible Causes	Significance & Explanation	Recommended Action Step
Damaged or insecure tank and/or distribution box lids or risers	Lids/Risers can be damaged by: <ul style="list-style-type: none"> <li>• Lawn care equipment</li> <li>• Cracking/corrosion/warping over time</li> <li>• Root growth</li> </ul>	Water-tight and secure lids & risers are important because they prevent: <ul style="list-style-type: none"> <li>• Children and animals from falling into your system</li> <li>• Surface water infiltration into your system that can overload it</li> <li>• Sewage odors from escaping the tank</li> <li>• Roots from clogging your system</li> </ul>	<ul style="list-style-type: none"> <li>• Contact a Geauga County Registered Service Provider to repair or replace damaged/missing components</li> </ul>
Filter is clogged and/or damaged	<ul style="list-style-type: none"> <li>• Filter is not being cleaned frequently enough</li> <li>• Heavy usage of garbage disposal</li> <li>• Tank is full of solids and requires pumping</li> </ul>	Your filter is the last opportunity for treatment and removal of solids prior to your soil absorption component or discharge. It is important to minimize the solids that leave your tank, as they can damage the environment or cause permanent damage to your soil absorption component. It is recommended to clean your filter at least 1-2 times per year.	<ul style="list-style-type: none"> <li>• Contact a Geauga County Registered Service Provider to clean or replace your filter and assess if tank pumping is needed</li> <li>• Minimize usage of garbage disposal</li> </ul>
Disinfection Chemicals Needed	<ul style="list-style-type: none"> <li>• Systems that rely on chemical dosing for disinfection require frequent addition of tablets</li> </ul>	If your system requires chemical tablets for disinfection, this is because your effluent will ultimately be discharged off of your property. Disinfection is important to ensure that pathogenic bacteria are killed and won't make people sick.	<ul style="list-style-type: none"> <li>• Add approved disinfection &amp; de-chlorination tablets regularly; do not stack tablets to fill container or they will get stuck and dose improperly</li> </ul>
UV Bulb Out or Clouded	<ul style="list-style-type: none"> <li>• UV bulb failure</li> <li>• Plastic sleeve surrounding the bulb is dirty, blocking UV rays from killing bacteria &amp; viruses as needed</li> </ul>	If your system uses UV disinfection, this is because your effluent will ultimately be discharged off of your property. Disinfection is important to ensure that pathogenic bacteria and viruses are killed and won't make people sick. UV bulbs generally last around 2 years and must be cleaned regularly.	<ul style="list-style-type: none"> <li>• Contact a Geauga County Registered Service Provider to replace the bulb and/or clean the bulb sleeve as needed</li> </ul>
Other:	<ul style="list-style-type: none"> <li>•</li> </ul>		<ul style="list-style-type: none"> <li>•</li> </ul>



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